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News and Information from OUC—The Reliable One | SEPTEMBER 2009

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No Changes to Power, Water Rates

Electric and water rates will remain unchanged in the coming year after the OUC Board voted in August to approve the 2010 operating budget. Despite rising costs, we've been able to reduce expenses and hold the line on rates while continuing to deliver the most reliable electric service in Florida and great-tasting, high quality water to our customers.

Follow us on Twitter

Follow OUC on Twitter for the latest updates on OUC news and programs, energy and water saving tips, job postings and more. Go to twitter.com/OUCreliableone to join.



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Save Power, Save Money



Customers who are lowering the A/C to beat the heat this summer may be in for a shock when they open their utility bills this month. The higher

consumption coupled with the hot weather and high humidity is driving bills up.

OUC can show you how to combat high bills by lowering your consumption with our free Online Home Energy Audit. Our online audit provides homeowners and renters alike with immediate, detailed tips on saving energy. There's no need to schedule an appointment; simply go to www.ouc.com and get started.

When you're finished, you'll immediately receive a customized energy usage report and suggestions on ways to lower your monthly utility bills. So why wait? Log on to www.ouc.com/home/audit.htm and take the survey today.

Renewable Energy Expo Coming in October

Next month OUC, the Orlando Science Center and the Florida Renewable Energy Association will team up to present a renewable energy and green living expo at the Orlando Science Center on October 24 and 25.

Come explore the changing world of energy through hands-on educational exhibits and entertainment. The expo will bring together entrepreneurs and educators and include special events powered by solar energy and Florida biofuels. While you're there, don't miss the mysteries of planet Earth projected on the giant screen of the Dr. Phillips CineDome. And bring the whole family to enjoy fun learning activities just for kids! For more details, visit www.floridareexpo.org.



OUC Preferred Contractor Network

OUC receives thousands of calls every year from customers needing the assistance of home repair and service professionals. The OUC Preferred Contractor Network features:

- **Contact data for listed contractors categorized by specialty, including HVAC, electric, leak detection, insulation, irrigation, plumbing and solar installation**
- **Standards of conduct and a Code of Ethics**
- **Customer rating and feedback mechanism**

It doesn't matter if your need is big or small, something you need today or something you're just thinking about. The home repair and service professionals of the OUC Preferred Contractor Network are just a click away. Visit www.ouc.com/contractors to find a contractor for your project.

Special Reminder for Medical Alert Customers

For customers who use heart monitors, oxygen concentrators or other life-sustaining equipment, uninterrupted electrical service is critically important. By enrolling in **OUC's Medical Alert Program**, customers can receive special consideration for their accounts.

It's important to remember that unforeseen circumstances, such as severe weather, can result in the temporary loss of power. Customers using medically necessary devices are reminded to have an alternative plan such as relocation, backup battery power or a generator available for unexpected outages.

Call Customer Service at **407.423.9018**, or go to www.ouc.com/account/medicalalert.htm for more information.



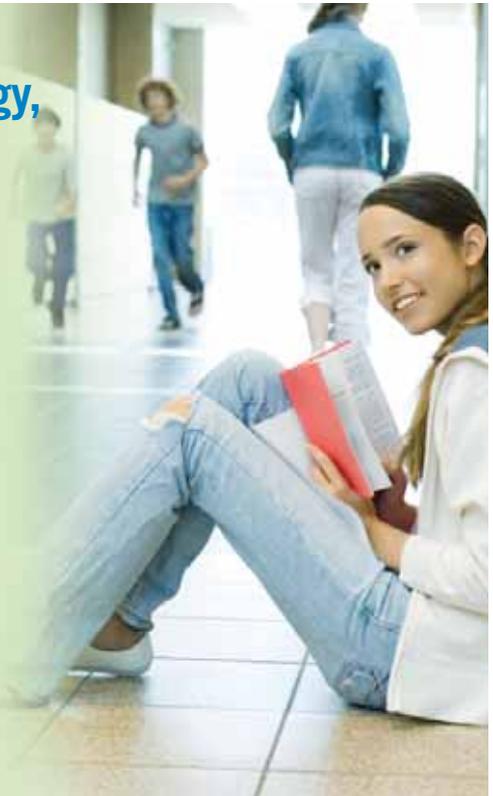
OUC Takes Conservation, Alternative Energy, Water Sources Messages to School

This school year more than 5,500 fifth grade students in Central Florida will get the opportunity to make an aquifer, build a solar-powered car and test low flow showerheads and compact fluorescent lightbulbs (CFLs) against traditional fixtures as part of an electric and water conservation and alternative sources educational program.

OUC is partnering with the Orlando Science Center to deliver this interactive curriculum to Orange and Osceola county public school

classrooms in our service territory. The Orlando Science Center, using content approved by OUC, is developing a curriculum and designing activities that meet Sunshine State Standards and target fifth graders, who are preparing for their first Science FCAT test.

The program will include two 90-minute classroom workshops for students as well as hands-on labs and pre- and post-classroom activities.



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